In the Abstract

Kindly insert the following:

A method of estimating call intents and recalls in a call center including (a) assessing N corresponding to a number of periods during which recall assessments are performed; (b) assessing α_i representing a proportion of disconnected calls that call back during an ith period following disconnection; (c) assessing β_i representing a proportion of abandoned calls that call back during an ith period following abandonment; (d) assessing call status variables: *Dec(p)* representing the number of calls disconnected during a period p; *Abd(p)* representing the number of calls abandoned during a period p; *Reçus(p)* representing the number of calls received during period p; (e) estimating the number of recalls, *rappels(p)*, during the period p, with

$$rappels(p) = \sum_{i=0}^{N} \alpha_i.dec(p-i) + \beta_i.abd(p-i), \text{ where p-i represents the period that precedes p}$$

of i periods;

and (f) assessing the number of call intents during a period p, *intentions(p) = reçus(p) – rappels(p)*.